

CUSTOMER SERVICE DATA: 1988 - 1997

	1997	1996	1995	1994	1993	1992	1991	1990	1989	1988
Active Taps: ¹										
Beginning of Year	268,676	265,820 ⁶	268,506	265,233	262,184	259,695	258,096	256,587	255,559	254,330
Activated During Year	2,825	3,013	3,807	3,449	3,254	2,740	1,905	1,796	1,237	1,513
Discontinued During Year	(163)	(157)	(314)	(176)	(205)	(251)	(306)	(287)	(209)	(284)
Net Increase During Year	2,662	2,856	3,493	3,273	3,049	2,489	1,599	1,509	1,028	1,229
Total Active Taps - End of Year	271,338	268,676	271,999	268,506	265,233	262,184	259,695	258,096	256,587	255,559
Services Behind Master Meters	63,449	62,713 ⁶	68,066	66,132	65,048	63,335	62,118	60,990 ²	60,386	59,745
Active Flat Rate Taps, End of Year ¹	-	-	-	-	-	-	22,243	47,391	61,130	71,688
Active Meters (excludes customers Behind Master Meters) ¹										
Inside City	142,169 ⁷	141,248	140,497	140,028	139,185	138,979	116,570	91,306	77,555	67,301
Read and Bill	34,638	33,791	32,827	32,142	31,030	30,285	29,511	29,329	28,730	28,184 ³
Total Service	29,892	29,425	29,090	28,756	28,289	27,992	27,714	27,571	27,311	27,206
City and County	1,018	1,020	1,023	1,072	979	940	895	876	845	821
Monthly	172	479	496	376	702	653	644	633	630	614
Total Active Meters	207,889	205,963	203,933	202,374	200,185	198,849	175,334	149,715	135,071	124,126
Total Active Taps - End of Year	271,338	268,676	271,999	268,506	265,233	262,184	259,695	258,096	256,587	255,559
Stub-Ins on System ⁴	1,895	2,422	2,215	2,825	2,120	1,519	1,171	732	981	1,797
Fire Hydrant Use Permits	999	918	849	930	721	509	437	317	350	540
Meters Replaced by Denver Water	4,446	8,292	6,831	9,768	5,350	2,774	2,290	2,106	2,545	2,480
Turn-Offs Due to Delinquent Accounts	8,650	9,317	9,329	5,907	6,218	6,212	5,304	7,146	7,497	7,903
Flat Rate Account Inspections	-	-	-	-	-	-	-	1	-	-
In-Home Water Audits	1,637	1,343	1,403	1,501	2,147	1,857	1,991	536	714	836
Universal Metering Program:										
Flat Rate to Meter Conversion	-	-	-	-	-	20,346	26,079	14,362	10,477	9,896
Number of Service Lines Repaired	-	-	-	-	-	142	119	106	63	85
Feet of Service Lines Repaired/Replaced	-	-	-	-	-	4,319	3,551	2,274	1,617	2,775
Water Conservation Calls ⁵	-	-	-	-	213	223	456	1,174	1,605	-
Water Conservation Field Stops ⁵	48	66	75	115	513	792	1,367	1,053	1,837	239
Water Use Violations Issued ⁵	-	-	-	-	-	11	2	8	26	-

¹Service is on or has not been off for 5 consecutive years. Does not include taps sold to raw water distributors.²Does not include Panorama Park Water Association, which converted to a Total Service Contract during 1986.³One hundred sixty-three accounts in the Cedar Crest Read and Bill district transferred to Lakewood Master Meter.⁴Stub-Ins are a connection made solely to extend the service line from the main to the valve at the property line prior to the paving of the street and are not considered a tap.⁵The summer Water Conservation Program has been voluntary since 1983. In 1994 and 1995, conservation calls were not recorded.⁶Broomfield Taps (6,179), removed from Master Meter counts.⁷Beginning in 1997, large meters for wholesale distributors excluded from count, consistent with "Analysis of Customer Accounts for Treated Water."